

Communication Meeting

Laboratory Services Section

January 29, 2004



Agenda

- Welcome
- FY03 Achievement Highlights
- FY04 Goal Highlights
- Safety Results and Highlights
- Questions and Answers
- Goodbye
- Welcome to the Team
- Iron Person Recognition
- Anniversary Recognition
- Outside Department Recognitions
- FY04 LSS Calendar



2003 Major Accomplishments

- Fantastic Section Safety Record
0 reportable cases
0 DART (lost work day) cases



2003 Major Accomplishments

Accommodations

- Occupied the house at 14 Shabbona for the first time.
- Resurfaced all sidewalks and access roads to all building on Sauk Circle.
- Made significant improvements to the Site 56 house, 5 Sauk Circle and the Users Center.



5 Sauk Circle





2003 Major Accomplishments

Box Office

- Successful transition of the Box Office operation to the Users Office / Travel Office (including repositioning the car rental desk).
- Completed preliminary market research to examine efficiency of various marketing methods (e.g., mailings, emails, web site, posters, brochures, etc.).



2003 Major Accomplishments

Children's Center

- Added sound absorption panels to the gym and atrium areas.
- Made significant improvements to the Toddler Room.



Day Care Sound Panels





Day Care Toddler Room





2003 Major Accomplishments

Users Office

- Implemented new DOE interim regulations for foreign nationals (over 1200 at Fermilab).
- Arranged Users Executive Committee (UEC) trip to Washington, DC.
- Planned and coordinated the Annual Users Meeting.
- Improved car leasing program.



FY03 Major Accomplishments

Benefits/Recreation

- Initial insurance renewals came in ~30%. Negotiated rates and made plan design changes that resulted in a 13% increase to medical insurance and 7% to dental.
- Managed Voluntary Early Retirement Program.
- Automated HMO IL medical eligibility process.
- Implemented new HIPAA Privacy Regulations.



FY03 Major Accomplishments

Benefits/Recreation (continued)

- Completed work processes for Recreation office, supervisor and assistant positions.
- Started a Recreation mail list. Converted the Recreation newsletter from hard copy to e-mail with 163 subscribers.
- Upgraded security system at the Recreation facility.
- AMC ticket sales increased 42%, Cougar Game and Picnic increased 25%, Employee Health & Fitness Day participation up 20%.



FY03 Major Accomplishments

Education

- Lederman Science Center exhibit upgrade.
- Increase of 5% for student prairie field studies, physics tours and science classes.
- Initiated monthly Ask-a-Scientist tours.
- Began a collaboration with grid computing research projects to create a QuarkNet-grid website for student cosmic ray studies.
- Introduced Cruisin' the Lab program.



FY03 Major Accomplishments

Employee/Labor Relations

- Successfully reached agreement for new bargaining unit. This was a 2.5 year negotiation.
- Assisted employees and managers in goal development and mid-year performance discussions.
- Inaugurated Lab's first 35-year service award ceremony.
- Developed supervisory toolkit format.



FY03 Major Accomplishments

Employment

- Chosen as “Heritage Club” members by the Society of Women Engineers because of our continuous support.
- Chosen as “Inner Circle” members by the Society of Hispanic Professional Engineers because of our continuous support.



FY03 Major Accomplishments

Equal Opportunity

- Received the Employer Recognition Award from the Illinois Department of Rehabilitative Services for the second consecutive year.
- Two 2002 SIST Interns were selected to make presentations at the Society of Black Physicists Meeting in February 2003.



FY03 Major Accomplishments

HR Services

- Implemented (along with Users Office) the DOE site access requirements for foreign nationals per DOE interim guidance.
- Implemented new performance appraisal-linked salary review method.
- Implemented (with BSS) PeopleSoft 8.



FY03 Major Accomplishments

HR Services

- Reviewed over 20% of current job evaluations using methods well received by customers.
- Approximately 370 J-1 visa actions, 15 H-1 visa actions and 50 assorted submissions connected with residency actions.



FY03 Major Accomplishments

Information Resources

- Migrated to the custom-built SPIRES BOOKS circulation system for our library. Cost savings of approximately \$80,000. Over 1000 books borrowed.
- Cataloged astrophysics eprints and Fermilab technical publications in the SPIRES database. Citations for astrophysics papers increased from 16,000 to over 28,000.



FY03 Major Accomplishments

Information Resources (continued)

- Owner of the SPIRES streaming video database that allows access to worldwide scientific talks.
- Established HEP job database. This database lists over 300 jobs and averages over 800 hits per day.



FY03 Major Accomplishments

Training and Development

- Assessed leadership/management development needs. Identified coaching courses to meet identified needs.
- Trained 1,264 employees, 10,404 training hours compared to 1,130 employees and 8,108 training hours in FY02.
- Average course evaluation 4.3/5 compared to 4.01/5 in FY02.
- Benchmarked tuition assistance programs with peer labs and local companies. Changes made to Fermilab policy based on results.



FY03 Major Accomplishments

Visual Media Services

- Provide streaming services to HEP community worldwide by serving up nearly 300 lectures.
- Supported Lepton Photon Conference through poster session design, planning and management. Streamed all plenary sessions and produced DVD of all streams.
- Produced, designed, printed and installed prairie exhibit highlighting Fermilab's tall grass prairie.



VMS - Lepton Photon Posters





VMS - Prairie Display Opening





FY03 Major Accomplishments

Visual Media Services (continued)

- Designed over 35 posters and 3 video tapes for cultural and public outreach activities and ES&H training.
- Continued to transition to an all-digital image production service and established a large format printing capability.
- Increased the number of images served on web from a few thousand to over 20,000.



VMS – Large Format Printer





FY03 Major Accomplishments

Travel

- Maintained trip arrangement volume and demand with reduced contractor staff.
- Conducted customer service satisfaction survey with very good survey results.
- Established new airlines contract to leverage maximum ticket discounts, modified contract to better position laboratory to operate in an airline industry offering no commissions.



2004 Goals and Major Initiatives



FY04 LSS Goals and Major Initiatives

- Meet or exceed all performance measures for our Section in the FY04 DOE performance contract.
- Conduct customer surveys, focus groups and other assessments of customer satisfaction.
- Formulate standards and action plans to address results of customer assessments.
- Increase individual customer service skills.



FY04 LSS Goals and Major Initiatives

- Work safely and healthfully. Aim for no more than 2 reportable cases and 0 DART cases.
- Pilot and rollout new supervisory training program Lab wide.
- Test and rollout new Fermilab at Work website, which includes Lab policies, supervisor toolkits, employee guidance, a glossary and benefits SPDs.



2004 Goals and Major Initiatives

Accommodations

- Make significant improvements to Dorm 2 and the Users Center.
- Complete comprehensive Customer Survey of on-site residents.
- Complete comprehensive real estate survey by a third party.



2004 Goals and Major Initiatives

Box Office

- Implement ticketing software upgrades.
- Expanding software capabilities for marketing research development.



2004 Goals and Major Initiatives

Children's Center

- Make improvements to the Toddler Playground.



2004 Goals and Major Initiatives

Food Services

- Complete cafeteria subcontractor selection and implement transition.



2004 Goals and Major Initiatives

Users Office

- Implement final DOE requirements for foreign nationals.
- Update entire FACTS (Foreign Access Central Tracking) System.
- Plan and coordinate annual Users Meeting and the UEC lobbying visit to Washington.



2004 Goals and Major Initiatives

Benefits/Recreation

- Prepare a FAQ section on the medical and dental plans for the web.
- Update the retirement benefit orientation for new enrollees.
- Implement automated deduction of insurance premium payments by Oakbrook Bank for retirees, employees on LTD or no pay status, and participants on COBRA.



Break



2004 Goals and Major Initiatives

Benefits/Recreation (continued)

- Set up a system to provide automatic notification of membership renewals for the pool.
- Prepare, provide and analyze the results of the recreation survey.



2004 Goals and Major Initiatives

Employee/Labor Relations

- Negotiate contract with Machinists bargaining unit.
- Organize a focus group to review the ease of use of the pop up supervisor toolkit format for the new website.
- Explore ways to use customer assessment tools in the department.



2004 Goals and Major Initiatives

Education

- Conduct at least one educators' needs assessment.
- Based on results of needs assessment and participant evaluation:
 - Expand/refine programs
 - Develop new program dissemination tools.



2004 Goals and Major Initiatives

Employment

- Develop new recruitment advertising campaign.
- Expand traditional recruitment efforts to include transitioning veterans and junior college graduates.
- Continue efforts to re-build the Laboratory's cooperative education program.



2004 Goals and Major Initiatives

Equal Opportunity

- Continue programs designed to enrich educational and practical development of historically underrepresented minority students.
- Plan to offer a series of seminars on topics such as Coping with Chronic Illness, Anger Management, and Legal Issues and the Elderly.
- Send four students to the Joint Black/Hispanic Physicists Meeting in February.
 - FNAL will be an exhibitor for the first time in more than a decade.



2004 Goals and Major Initiatives

HR Services

- Successfully complete the DOE review of Compensation System.
- Meet/exceed the target of 20% of job description reviews.
- Implement visa seminar for administrative support staff and managers.
- Implement “self serve” records/benefit options (depending on PeopleSoft ability).



2004 Goals and Major Initiatives

Training and Development

- Assist in the implementation of the Performance Management system through the development of curricula for managers and employees.
- Leadership/Management Curriculum:
 - Pilot and evaluate coaching skills courses for managers, supervisors and team leaders.
 - Update and redesign the Supervisory Development course.



2004 Goals and Major Initiatives

Training and Development (continued)

- Expand the Computer Curriculum by adding a suite of HTML courses.
- Communicate and implement changes to the Fermilab Tuition Assistance Program.
- Establish a Professional Development curriculum for employees to assist in meeting individual development needs. Pilot courses in customer service, verbal communication and written communication.



2004 Goals and Major Initiatives

Visual Media Services

- Complete the transition to a digital production environment in photography and video production as described in VMS 5-Year Plan.
- Upgrade streaming video hardware to improve processing efficiency and acquisition flexibility.



2004 Goals and Major Initiatives

Visual Media Services (continued)

- Improve current computing environment by upgrading department server, roll out newly designed web site and migrate database to CD operated server.
- Evaluate and propose next long-term contract for duplicating equipment and maintenance.



2004 Goals and Major Initiatives

Travel

- Operate the Travel Office to maintain quality customer service and volume.
- Promote the use of the Travel Office online ticket estimate system www.powertrip.com.



2004 Goals and Major Initiatives

Information Resources Department (IRD)

- Create SPIRES database to track preprint number requests from the scientists.
- Evaluate subscription service and subscriptions to reduce costs and provide better journal service.



2004 Goals and Major Initiatives

Information Resources Dept. (continued)

- Evaluate Library floor plan, journals and books holdings to make sure we make best use of available space.
- Work with Office of Scientific and Technical Information (OSTI) to send them metadata more efficiently by integrating with our publication system.
- End contract with old Library Circulation System.



Safety



2004 - SHOE Committee

- Members:
Mary Simmons, Rob Atkinson, LaMargo Gill, Sarah Ruman, Reidar Hahn, Christine Johnson, Jack Hawkins, Kay Van Vreede, and Bruce Chrisman
- Tripartite (LSS, ES&H and DOE):
Integrated Safety Management (ISM)
- Monthly Walkthrough Inspections:
135 Action Items



2003 Injury and Illness Data

	<u>DART</u>	<u>TRC</u>
Lab Services Section	0 (!)	0 (!)
Fermilab (w/o Contractors)	0.31	1.02
Fermilab (incl. Contractors)	0.44	1.20

Number of days since last DART Case – 695



2003 Cases

Five “First Aid” Cases:

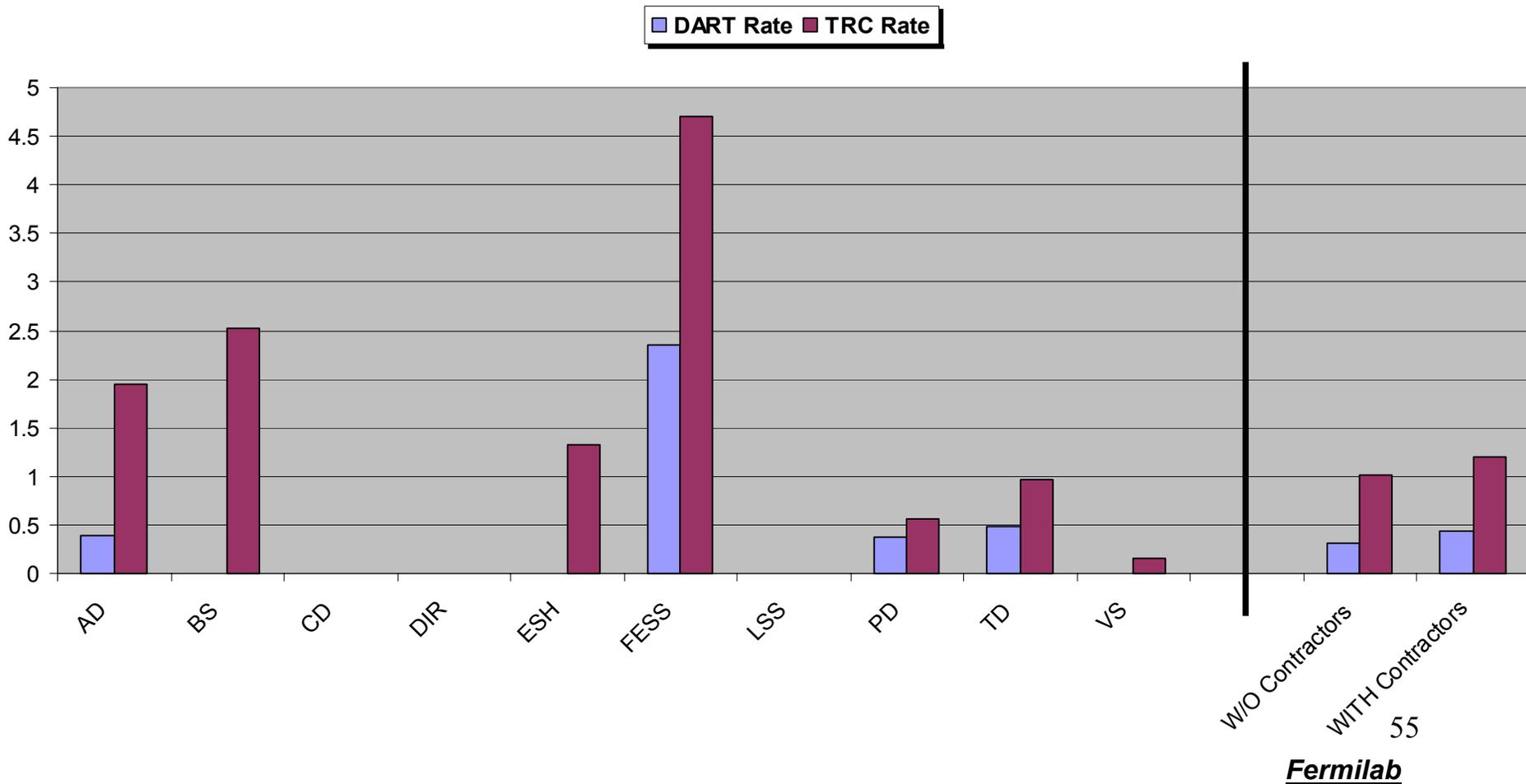
- 1) January, overextension – back/shoulders/neck
- 2) May, cut – finger
- 3) July, splinter – finger
- 4) August, scrapes – arms/legs/back
- 5) December, overextension – back/shoulder

Note: In 2002 there were 2 cases
(both were reportable - medical treatment)



Fermilab Injury Rates - 2003

Fermilab Injury Rates - 2003





Questions and Answers



People



Goodbye

- Accommodations
Oxana Borissova
Tamzen Sanders
- HR Services
Priscilla Garrett
- Visual Media Services
Jenny Mullins



Welcome to the Team

- Accommodations
Kathy Johnson
- Education Office
Lisanne Canal
Dave Hoppert
Gail Poisson
Ed Moyer
- Information Resources Department
Margaret Miller
- Visual Media Services
Deborah Guzman



Iron Person Recognition

Cheryl Bentham, Accommodations

Karen Seifrid, Visual Media Services



5-Year Service Recognition 2004

- Accommodations
Jack Hawkins
Janet Jelonek
Jennifer Wallace
- Education Office
Melissa Clayton
- Section Office
Chris Johnson
- Visual Media Services
Diana Canzone
Karen Seifrid



10-Year Service Recognition 2004

- Accommodations
Mary Robbins



15-Year Service Recognition 2004

- Benefits
Lucy Ontiveros
- Compensation/Visa
Linda Christiansen
- Education Office
Marge Bardeen
Diana Smailus
- Employment
Marge Pitz



20-Year Service Recognition 2004

- Accommodations
 - Konnie Barnes
 - Dan Lee
 - Kathie Lootens
- Information Resources Department
 - Cyndi Rathbun



25-Year Service Recognition 2004

- Accommodations
Cheryl Bentham
Tita Jensen
- Compensation/Visa
Borys Jurkiw
- Equal Opportunity Office/Employment
Dianne Engram



35-Year Service Recognition 2004

- Employment
Joy Thomas



Outside Recognition



ISM Tripartite Feedback

- “Noteworthy Practice – It is obvious that every LS employee accepts his or her responsibility for working in a safe and environmentally sound manner. This is true not only for them, but also for the communities (Day Care, school children, residents) they serve.”
Mary Logue, ESH
- “Supervisors stated that the Section’s mission is to stay focused on safety and employees repeatedly confirmed in interviews that their supervisors keep safety in the forefront.” Berline Short, DOE



Highlights from Peer Reviewers about LSS

- Knowledgeable management team.
- Dedicated and competent staff.
- Lean operation focused on important functions.
- Concern about resources to enhance capability (e.g., increased customer response and outreach).
- Noteworthy accomplishments
 - Institution of Performance Appraisal System
 - Recognition of need and institution of customer service initiatives
 - Particular praise for Quarknet, SPIRES database, compensation/visa activities, training and development operations



LSS FY04 Calendar

- Wednesday, April 21, 2004
9:00 a.m. – 12:00 p.m. Administrative Prof. Breakfast
Place to be determined
- Thursday, April 29, 2004
8:30 – 10:00 a.m. Coffee hosted by HR Services
WH 15E
- Friday, June 4, 2004
Cleaning Day
- Thursday, July 29, 2004
8:30 – 10:00 a.m. Coffee hosted by IRD
WH 3X
- Friday, September 3, 2004
11:30 a.m. – 4:00 p.m. Picnic
Users Center
- Friday, December 3, 2004
11:30 a.m. – 2:00 p.m. Holiday Luncheon
WH15 SX
- Thursday, January 20, 2005
9:30 a.m. – 12:00 p.m. LSS Communication Meeting
1-West

Thank you for coming.